



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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September 27, 2013

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
Director

SUBJECT: **INTEGRATED BEHAVIORAL HEALTH INFORMATION SYSTEM
(IBHIS) PILOT 1 SCHEDULE CHANGE**

This is to notify your Board of a change in the schedule for the initial go-live for the Integrated Behavioral Health Information System (IBHIS).

Based on the initial work on the IBHIS Cut-Over Plan and feedback from the community of IBHIS users, it has been determined that bringing up IBHIS in a single-day go-live event would stress DMH in ways that can be avoided by shifting our approach.

The DMH Executive Management Team, in its role as the IBHIS Steering Committee, working with Netsmart, has approved a change from a Pilot Go-Live event on December 11, 2013, to a Go-Live process that begins in December 2013 and culminates in the DMH directly operated Pilot organizations and users in production-use of IBHIS by January 27, 2014.

IBHIS will bring new clinical functionality as well as very different functionality for clinic administration and claims processing into a very complex organization (DMH) at a time when the entire health care industry is undergoing massive changes. The Netsmart Avatar system, because of the broad range of functions it supports, is necessarily very complex and time consuming to set up, test, and train users. The level of forethought, coordination, and preparation required to have every aspect of the system and DMH fully prepared for a single day go-live is extraordinary to say the least. There is no margin for error.

In an effort to assure DMH the smoothest possible transition to IBHIS, DMH and Netsmart have jointly developed an approach that allows DMH to cut over to IBHIS in a series of incremental steps. At each step, more DMH employees will begin using IBHIS in the production environment. Each day will bring more confidence and what was strange will become routine.

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Training that was scheduled to begin in October will begin in November 2013 to allow knowledge gained during integrated testing, which is occurring now, to inform the development of training materials.

The initial processing of contract provider claims in IBHIS has been moved from January 15, 2014, to February 20, 2014. This will allow DMH to confirm the proper functioning of IBHIS in production use with DMH claims from directly-operated clinics for nearly a month before claims from a small selected group of contract provider claims are processed through IBHIS.

Beyond the scheduled changes for the initial Pilot use by DMH directly-operated clinics and the small group of contract providers, the remainder of the roll-out schedule is unchanged. All directly-operated clinics and all contract providers new claiming activity will be in IBHIS by September 30, 2014.

This change will involve some additional cost added to our agreement with Netsmart. At this point the estimate is an additional \$300,000 added to the Maximum Contract Amount via an amendment. DMH will also be requesting an additional \$6 million in Pool Dollars in that same amendment because DMH has required and anticipates continuing to require Professional Services from Netsmart that were unanticipated at the time the Agreement was negotiated. This will be explained in detail in the Board letter for the amendment.

If you have any questions, please call me, or your staff may contact Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481.

MJS:RK:RG

c: Chief Executive Office